

AIR FORCE MEDICAL OPERATIONS AGENCY



Air Force Patient Travel May 2009 Prague

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General Information

■ **TGRO Patients**

- 3,000 AF TGRO Enrollees (Remote, GSU, Embassy)
- +Non-TGRO members traveling in remote locations

■ **TRICARE Prime Remote (TPR)**

- Active Duty must enroll
- AD Family Members must enroll **OR** will get TRICARE Standard benefits (*\$\$deductibles & cost shares*)

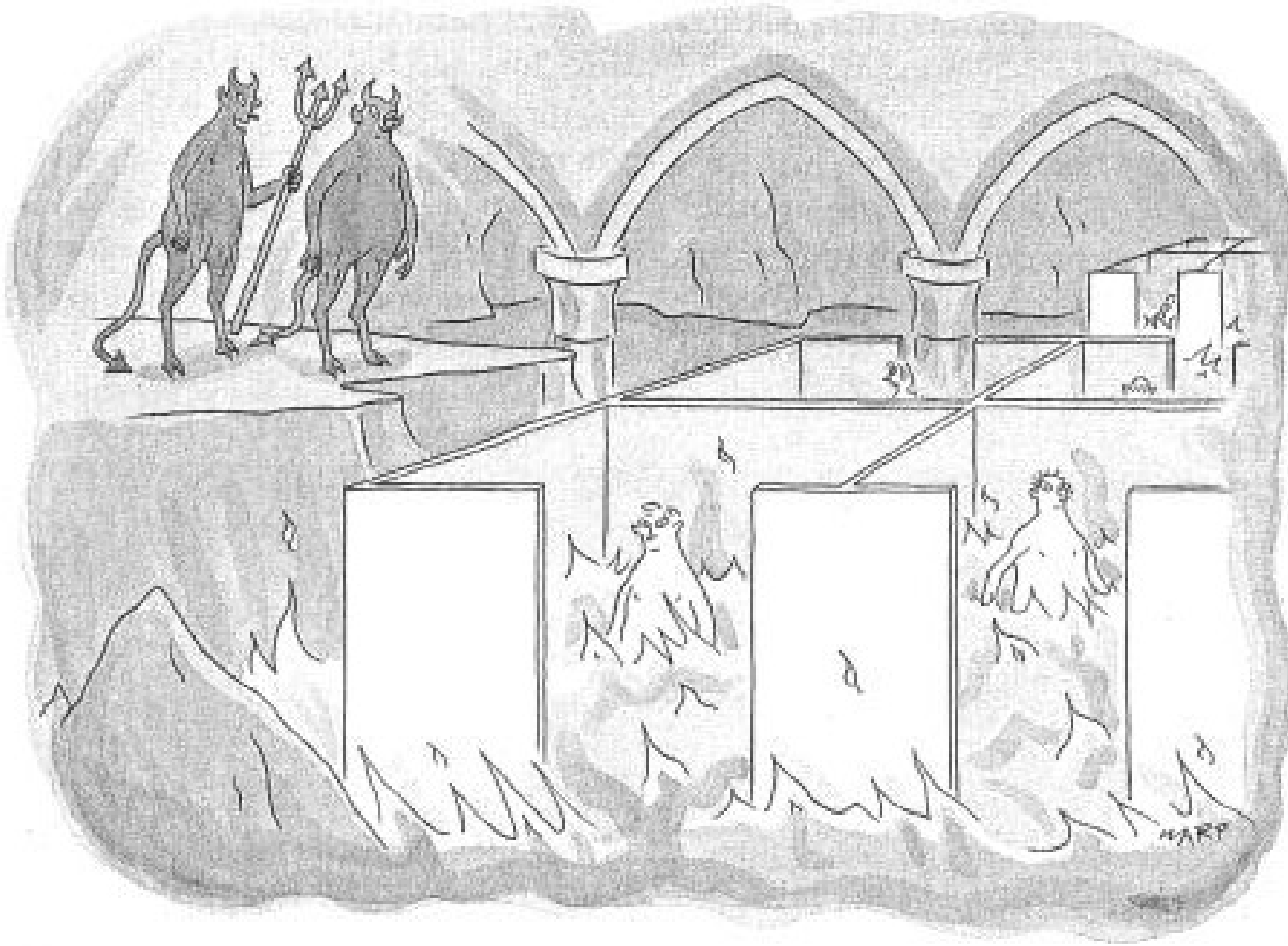
■ **TRICARE POCs/Liaisons appointed at sites without MTFs to help**

- Market yourself!

■ **Medical care WILL be provided but not the BK way**



Who am I & What is AFMOA?



"We're always looking for new ways to increase the suffering."



AFMOA Health Benefits' Role

- **YOUR MAJCOM's Health Benefits Staff**
 - **Health Benefits policy**
 - Contribute to development
 - Distribute/execute policy
 - Interpret/clarify policy
 - **Authority from MAJCOM & existing guidance**
 - **Works with TAO-E & MTF Staff to meet health benefit needs**
 - **NON-CLINICAL STAFF - however, has access to clinical consultants**
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Responsibility/Authority

■ **TRICARE POCs/Liaisons**

- Know/Educate members on local access to healthcare process
- Don't know? Ask. - - - Don't leave it up to them to figure out

■ **Patient**

- Know/follow process to appropriately access care

■ **ISOS**

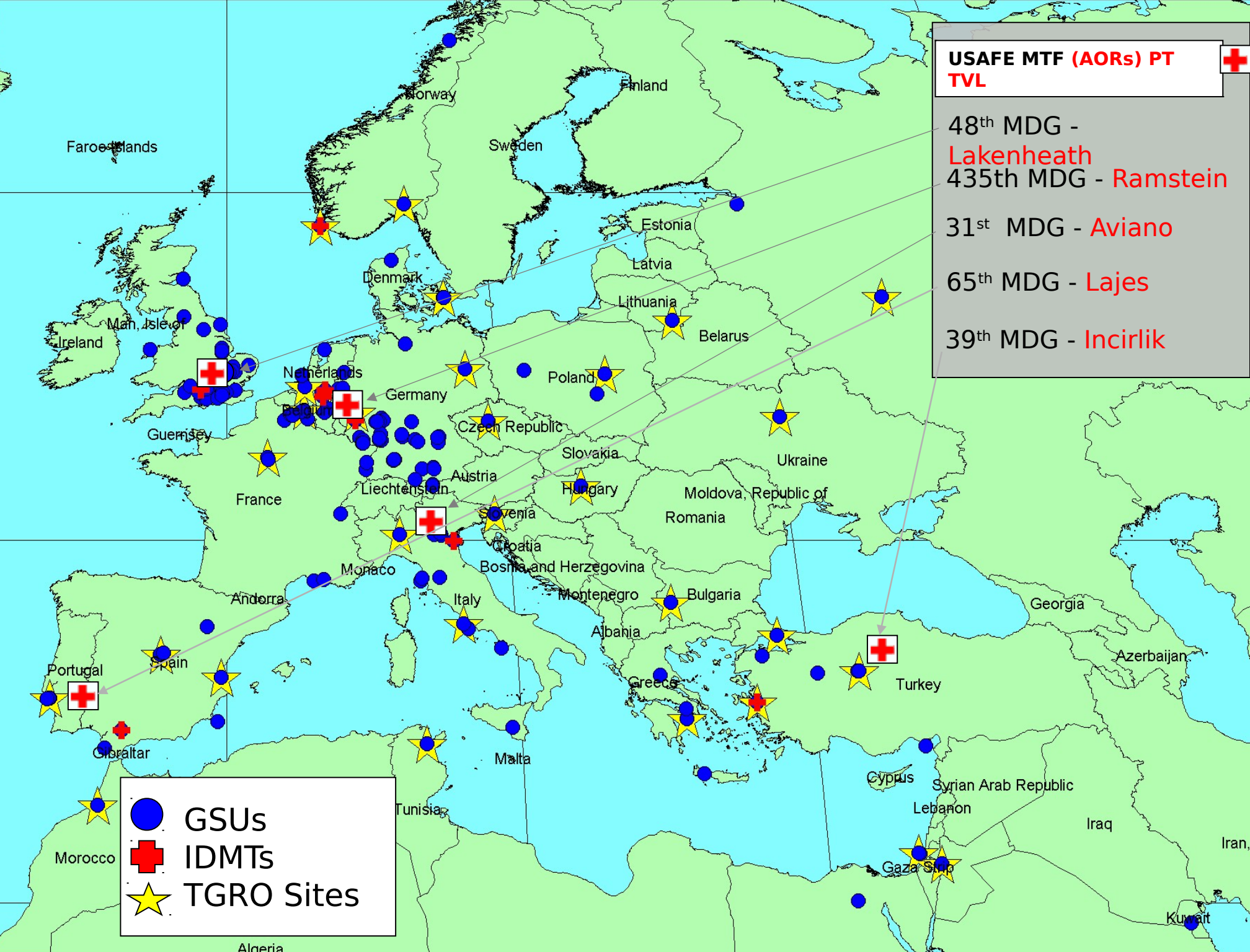
- Coordinate civilian care & guarantee of payment

■ **TRICARE Area Office - Europe (TAO-E)**

- Coordinate MTF specialty care
- Clinical oversight of TRICARE Authorized care
- Authority from TRICARE Policy Manuals



■ **Responsible MTF**

- Provide Orders, fund travel, coordinate Patient Travel
 - Authority from MAJCOM & existing guidance
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USAFE Areas

of Responsibility

-  48th MDG, Lakenheath
-  31st MDG, Aviano
-  39th MDG, Incirlik
-  435th MDG, Ramstein
-  65th Medical Group, Lajes

Iceland

Scandinavia

UK

Ireland

Europe

Italy

Turkey

Portugal

Mid-East

Africa



USAFE Patient Travel POCs

Ramstein, GE 314-479-2622 TSgt Johnson 435mdss.airevac@ramstein.af.mil
49-6371-2622

Lakenheath, UK 314-226-8766 SrA Sauerbrey
kestrel.sauerbrey@lakenheath.af.mil
314-226-8324 MSgt Ross peter.ross@lakenheath.af.mil
44-013852-8766/8324

Incirlik, Turkey 314-676-8786 TSgt Fernandez odeth.fernandez@incirlik.af.mil
90-0322316-8786

Aviano, Italy 314-632-5412 TSgt Royster prane.royster@aviano.af.mil
39-043466-5412

Lajes, Portugal DSN 314-535-3615 SSgt Perkins morgan.perkins@Lajes.af.mil

USAFE/SG 312-945-2426 Maj Blackwell angela.blackwell@lackland.af.mil



KEY REFERENCES

A large, blue, three-dimensional sphere with a yellow glow in the center. Inside the sphere, the text "I DO WHATEVER THE LITTLE VOICES TELL ME TO DO" is written in a bold, black, sans-serif font, arranged in five lines.

**I DO
WHATEVER
THE LITTLE
VOICES TELL
ME TO DO**



Key References

- **Joint Federal Travel Regulation (JFTR)**
 - **AFI 41-101, Obtaining Alternative Medical and Dental Care **UNDER REVISION****
 - **AFI 41-101 USAFE Interim Change (effect 1 Oct 05) **UNDER REVISION****
 - **HQ USAFE Directive No 67-2, Patient Movement System**
 - **Title 10 & Title 32, U.S.Code**
 - AFI 41-114, Military Health Services System Matrix
 - AFI 41-115, Authorized Health Care and Health Care Benefits in the Military Health System
 - AFI 41-210, Patient Administration Functions **UNDER REVISION**
 - AFI 41-301, Worldwide Aeromedical Evacuation System
 - AFI 36-3003, Military Leave Program
 - DoDI 6000.11, Patient Movement
 - TRICARE Policy Manuals
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Key References: JFTR

- **JFTR, Vol 1, Ch 5, U5240 DEPENDENT TRAVEL UNDER UNUSUAL/EMERGENCY CIRCUMSTANCES**
 - Travel/transp. expenses NOT authorized for elective care
 - At termination of treatment, family member's transportation authorized to permanent duty station OR another place IF determined appropriate
 - Dependents reimbursed ACTUAL costs (not Per Diem), keep receipts!

- **Vol 1, Ch 7, ATTENDANT'S TRAVEL**
 - When authorized
 - Only one attendant allowed
 - Must be parent, guardian, or adult at least 21 y.o.
 - Attendant authorized travel allowances or reimbursement for expenses as prescribed in par. U7961
 - Pt & attendant cannot be reimbursed for same travel expense



Key References: JFTR

- **JFTR, Vol 1, Ch 5, U5240 DEPENDENT TRAVEL UNDER UNUSUAL/EMERGENCY CIRCUMSTANCES**
 - **Dependents under TRICARE Dental may not be provided transportation to nearest dental facility**
 - Exceptions: emergency or *remote sites without necessary care*
 - **Dependent Travel and Transp. OCONUS for Medical Care**
 - Local Medical/Dental Care Not Available
 - Travel may be approved **IF:**
 - (1) dependent is accompanying mbr >30 days; and
 - (2) requires care not available in member's OCONUS area
 - Travel to **nearest appropriate medical/dental facility** with adequate care
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Key References: AFI 41-101

- **AFI 41-101, Obtaining Alternative Medical and Dental Care UNDER REVISION**
 - Provides requirements for obtaining civilian medical/dental care
 - Supporting MTFs coordinate patient travel orders & funding
 - Unusual/difficult cases referred to MAJCOM (AFMOA/SGAT)

- **AFI 41-101 USAFE Interim Change (effect 1 Oct 05) UNDER REVISION**
 - Patient travel responsibility shifted to 4 Area MTFs
 - Ramstein, Lakenheath, Aviano, Incirlik
 - NOTE: 5th Supporting MTF (Lajes) added, but not yet in AFI
 - Standardize procedures to better support remote personnel, fully utilize network



Key References: HQ USAFE Directive

- **HQ USAFE Directive No 67-2, Patient Movement System**
 - Establishes policy, responsibilities, guidance/procedures
 - 9.a. Patients will be moved to NEAREST appropriate MTF or source of care with capability
 - MUST determine that less expensive, acceptable quality care is not available locally prior to requesting movement
 - 9.i. Service components responsible for funding for pt movement to include transportation costs and per diem...
 - 9.j. Responsible MTFs coordinate billeting & ground transportation as required at destination and to/from points of embarkation/debarkation



Key References: Title 32

- **Title 32, Part 199**

- **§ 199.3 Eligibility**

- Access Priority for care in MTFs:

- ADSM
 - ADFM & Survivors enrolled in Prime (TGRO)
 - Retirees, their dependents & survivors enrolled in Prime
 - ADSM's dependents & survivors *NOT* enrolled in Prime
 - Retirees, their dependents & survivors *NOT* enrolled in Prime





Accessing Medical Care

- **TGRO Enrolled Patient needs care and:**
 - Care is beyond unit asset capabilities (Embassy med staff/IDMT/Etc.)
 - Unit Medical Assets should not refer for specialty care
- **THEN,**
 - Patient contacts ISOS who coordinates care in consult w/TAO-E staff
- **2 Scenarios: Local Care vs Medical Treatment Facility (MTF) Care**
 - **1 - Local Care IS Available with ISOS accepted provider/clinic**
 - ISOS coordinates care and provides guarantee of payment
 - **2 - Care NOT available/Not Recommended by ISOS OR Not Appropriate**
 - TAO-E locates available care at nearest OCONUS MTF
 - TAO-E puts in referral/consult request / Pt advised to make appointment
 - Pt Travel POC at Responsible MTF coordinates orders



Accessing Medical Care: What If's

- **What if.....Member is NOT TGRO enrolled?**
 - No access to ISOS svcs, ie. guarantee of payment
 - Non-urgent/emergent civilian care = Point of Service Charge
 - 50% of cost + deductible (\$300 or \$600)
 - ADSM may have claim rejected & pay 100% of costs

 - **What if.....Member is ADSM TDY/LV in remote location / TRICARE PRIME traveling OCONUS / Deployed to remote location?**
 - May use any MTF and ISOS only for emergent or urgent medical care

 - **What if.....Member wants to be seen at MTF, but care IS available locally?**
 - Not a covered travel benefit
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Accessing Medical Care: ***MTFs***

■ **TGRO enrolled member routine access to OCONUS MTFs**

- All care should be coordinated through ISOS/TAO-E staff/local care
- NO travel benefit for self-referred care to MTFs
- TGRO patients do not get special access standards
 - Access Standards must comply with Title 10
 - Appointment required (little to no walk-in care)

■ **TGRO enrolled member access to CONUS MTFs**

- Medical Care in conjunction with CONUS TDY
 - No travel benefit approved – Unless, care NOT available OCONUS
- Medical Care in conjunction with CONUS LV
 - No travel benefit approved
 - Care w/potential for CONLV must be CC approved

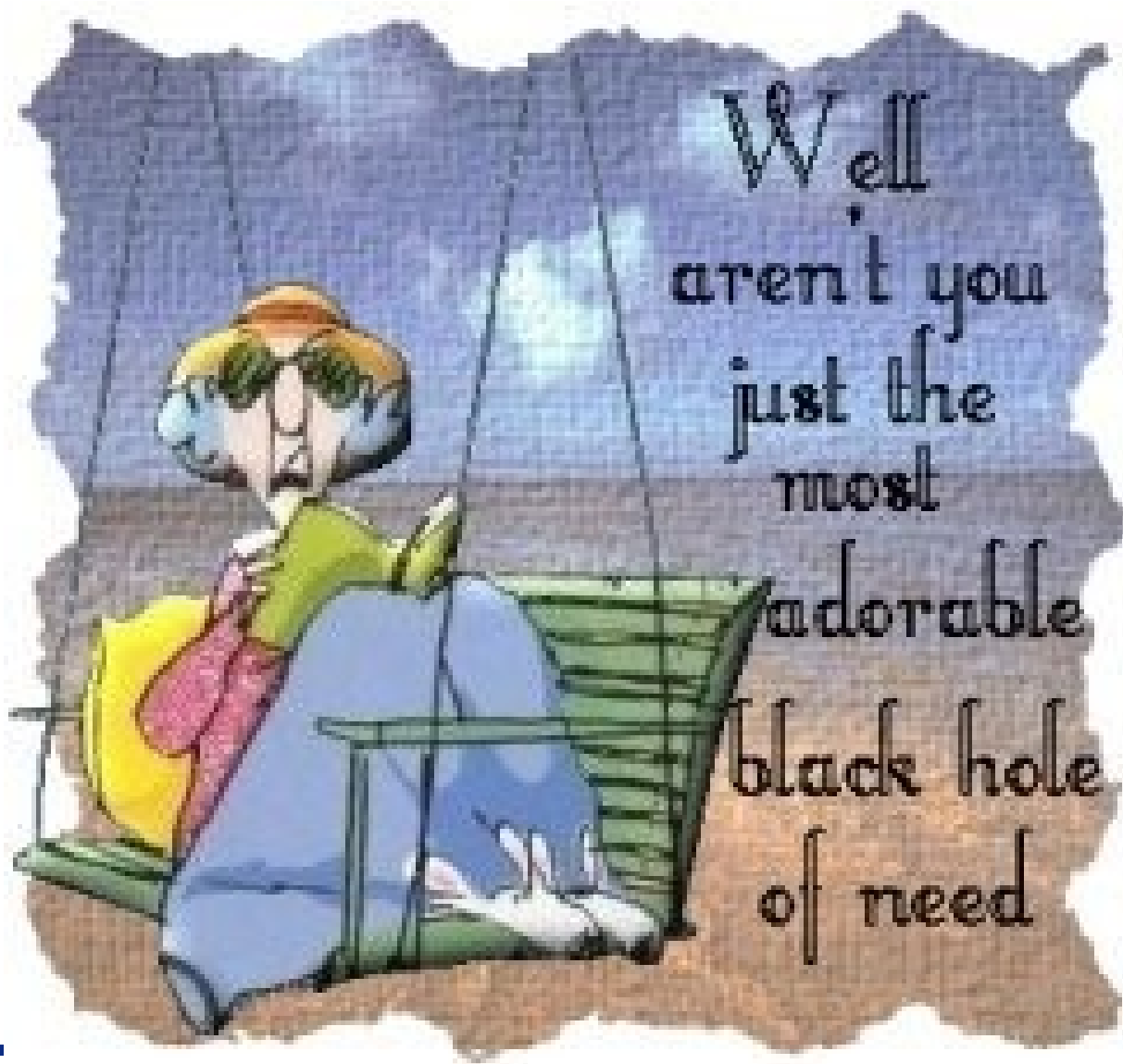


Special Considerations

- **SOME Military unique issues require MTF care:**
 - **Flt Physicals, Medical Evaluation Boards (MEB), PHAs, Retirement Physicals**
 - MTF will determine if your PHA requires an appt at MTF
 - What can be seen downtown...depends on availability of care
 - Usually ok: Annual exams (dental, eye, PAPS), EKG, x-ray, etc.
 - **Illness/Injury that may affect duty performance - sent to an MTF**
 - Illness/Injury requiring Line of Duty Determinations
 - **Process**
 - AD Member contacts supporting MTF for travel orders
 - Supporting MTF can provide additional guidance as needed
 - DO NOT CALL ISOS
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CHALLENGES



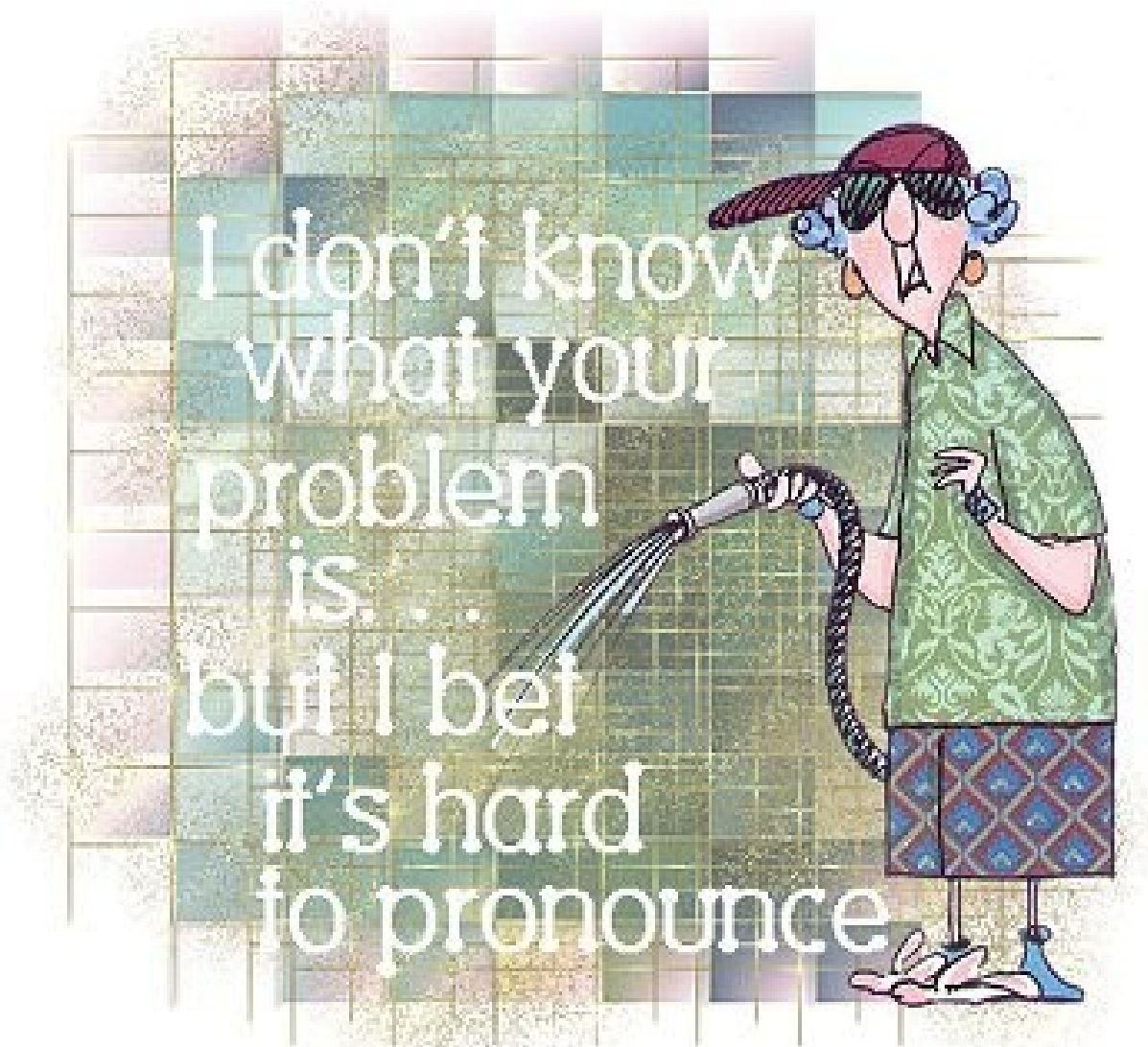


Challenges

- **JFTR and Medical Travel Guidance Interpretation**
 - Patient Travel funding managed differently by each Service
 - **Patient concerns regarding standard of care in host nation**
 - **Non-medical Attendants & dependent children**
 - **Not all care offered in Host Nations will be TRICARE Authorized**
 - Example: Elective Care, length/amount of PT/OT care & counseling
 - **Cultural and Language Issues**
 - Contracts/MOUs only require English speaking Physicians
 - Support Staff language issues
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Questions





Final Note

- **You are entitled to access your Medical Care benefit regardless of your assigned location**
 - Benefit has rules / restrictions for it's delivery
 - Rules do not restrict your access to care
 - Rules do define the required process for delivery of benefit
 - Benefit comes with big price tag....partly due to misuse

- **Bottom Line: you have choices in your medical care, but those choices may not be a covered benefit**